

IN THE CLAIMS:

Please AMEND the claims as indicated below:

1. (CURRENTLY AMENDED) A method comprising:
providing a computer located at a customer test site, the customer test site having a logic analyzer coupled to a device under test via a connection;
communicatively coupling the computer to the logic analyzer;
providing a remotely-located call center ~~configured to establish~~establishing a communication session with the computer over a standard telephone connection, ~~to thereby allow~~allowing computer-controlled analysis of the device under test from the call center through the computer and the logic analyzer over the standard telephone connection;
directing a video camera on the connection, ~~to thereby produce~~producing a video image of the connection; and
transmitting the video image to the remotely-located call center over the standard telephone connection ~~to thereby allow~~allowing the video image of the connection to be viewed at the remotely-located call center over the standard telephone connection.

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26. (PREVIOUSLY PRESENTED) A method as in claim 1, further comprising:
when the transmitted video image as viewed at the call center indicates that the connection is improper, telephoning from the call center to the customer site to fix the improper connection.

27. (CURRENTLY AMENDED) An apparatus comprising:
means for providing a computer located at a customer test site, the customer test site having a logic analyzer coupled to a device under test via a connection;
means for communicatively coupling the computer to the logic analyzer;
means for providing a remotely-located call center ~~configured to~~
~~establish~~establishing a communication session with the computer over a standard telephone connection, ~~to thereby allow~~ allowing computer-controlled analysis of the device under test from the call center through the computer and the logic analyzer over the standard telephone connection;
means for directing a video camera on the connection, ~~to thereby produce~~
producing a video image of the connection; and
means for transmitting the video image to the remotely-located call center over the standard telephone connection ~~to thereby allow~~ allowing the video image of the connection to be viewed at the remotely-located call center over the standard telephone connection.

28. (PREVIOUSLY PRESENTED) An apparatus as in claim 27, further comprising:
means for, when the transmitted video image as viewed at the call center indicates that the connection is improper, telephoning from the call center to the customer site to fix the improper connection.

29. (CURRENTLY AMENDED) An apparatus comprising:

a remote analysis computer at a test site and communicating with a logic analyzer at the test site, the logic analyzer coupled to a device under test via a connection;

a remotely-located call center communicating with the remote analysis computer over a standard telephone connection, ~~to thereby allow~~ allowing analysis of the device under test from the call center via communications between the call center and the remote analysis computer over the standard telephone connection and communications between the remote analysis computer and the logic analyzer; and

a video camera at the test site and directed on the connection, ~~to produce thereby producing~~ a video image of the connection, ~~wherein the video camera communicates communicating~~ with the remote analysis computer to transmit the video image to the call center through the remote analysis computer over the standard telephone connection, ~~to thereby allow allowing~~ the video image of the connection to be viewed at the call center over the standard telephone connection.

30. (PREVIOUSLY PRESENTED) An apparatus as in claim 29, further comprising:

a telephone located at the call center so that, when the transmitted video image as viewed at the call center indicates that the connection is improper, a call can be made to the test site to fix the improper connection.

31. (CURRENTLY AMENDED) An apparatus comprising:

a remote analysis computer located at a test site and communicating with a logic analyzer located at the test site, the logic analyzer coupled to a device under test via a connection, the remote analysis computer communicating with a remotely-located call center over a standard telephone connection ~~to and thereby to allow~~ allowing analysis of the device under test from the call center via communications between the call center and the remote analysis computer over the standard telephone connection and communications between the remote analysis computer and the logic analyzer;

a camera port connecting a video camera to the remote analysis computer, the video camera directed on the connection ~~to produce and thereby producing~~ a video image of the connection, ~~wherein the video camera communicates communicating~~ with the remote analysis computer through the camera port to transmit the video image to the call center through the remote analysis computer over the standard telephone

connection, ~~to thereby allow~~ allowing the video image of the connection to be viewed at the call center over the standard telephone connection.

32. (PREVIOUSLY PRESENTED) An apparatus as in claim 31, further comprising: a telephone located at the call center so that, when the transmitted video image as viewed at the call center indicates that the connection is improper, a call can be made to the test site to fix the improper connection.

33. (PREVIOUSLY PRESENTED) An apparatus as in claim 31, further comprising: means for, when the transmitted video image as viewed at the call center indicates that the connection is improper, making call from the call center to the test site to fix the improper connection.

34. (CURRENTLY AMENDED) An apparatus comprising: a logic analyzer coupled to a device under test at a test location via a connection; and a video camera directed on the connection ~~to produce~~ and thereby producing a video image of the connection, the video image being transmitted over a standard telephone connection to a call center located remote from the test location, ~~to thereby allow~~ allowing the video image of the connection to be viewed at the call center over the standard telephone connection.

35. (CURRENTLY AMENDED) An apparatus comprising: a computer at a test site and communicating with a logic analyzer at the test site, the logic analyzer coupled to a device under test via a connection; a remotely-located call center communicating with the computer over a standard telephone connection ~~to and~~ thereby ~~to allow~~ allowing analysis of the device under test from the call center via communications between the call center and the computer over the standard telephone connection and communications between the computer and the logic analyzer; and a video camera at the test site and directed on the connection ~~to produce~~ and thereby producing a video image of the connection, wherein the video image is transmitted to the call center over the standard telephone connection, ~~to thereby allow~~ allowing the video image of the connection to be viewed at the call center over the standard telephone connection.

36. (PREVIOUSLY PRESENTED) An apparatus as in claim 35, further comprising:
means for transmitting the video image to the call center to thereby allow the video image
of the connection to be viewed at the call center.

37. (NEW) An apparatus as in claim 34, wherein the logic analyzer is controlled by
the call center over the standard telephone connection to test the device under test.